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1601 South 11th Street
Terre Haute, Indiana 47802-1721
March 1, 1993

Chairman, Enforcement Divisions
Federal Communications Commission
1919 M. Street NW
Washington, D. C. 20054

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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Dear Chairman:

Something must be done about various practices of American Cablevision of Terre Haute, Indiana. American Cablevision always bills us for two months in advance. By doing so, the company has more than one month's payment--our money, mind you--to put in the bank and draw interest on the amount that we could keep in our account and draw a few cents interest on. This company should bill us monthly after we have had that service. Such is the case with our use of electricity, natural gas, water, and sewage disposal. What is right is NOT RIGHT WITH AMERICAN CABLEVISION. It even gets worse.

For the last several raises in cablevision prices, American Cablevision has boosted the price at the beginning of the second month which was paid for a month prior to that time. For example, On January 5, we were expected to pay in advance for January and February. Sometime in January we received a form letter dated December 31, 1992, saying in part: "Effective February 1, 1993, the cost of Basic Cable (Channels 2-13) will increase from \$5.00 to \$5.25. The price of standard service tier (Channels 14-43 excluding pay-per-view, and premium channels) will be \$14.54 [former price was not given]. Together, the price for the popular basic plus standard tier option will be \$19.79 [former price not given again]. When all changes are made, your monthly cable bill will increase by approximately five percent." With our January payment, billed from 1/01/93 to--and also through--2/28/93 and our cash or check accepted as full payment for that which was billed, WE OWE NOT A COPPER CENT FOR February! Y-E-T American Cablevision has the gall--dishonesty, d-i-s-h-o-n-e-s-t-y, DISHONESTY--to bill us more for February, which month's price we paid in good faith.

I refuse to pay any amount more for February, even if the amount is only one (1) cent. WHAT IS RIGHT IS RIGHT. I'll not put up with the dishonesty that exists at American Cablevision any longer. American Cablevision must be forced to repay the money that it has illegally collected for any raise of price that became effective at the beginning of the second month of a two-month payment in advance when that payment was made in good faith by thousands of customers who have been swindled by whatever amount they paid in addition to the amount they paid for that two-month contract! THIS REFUND MUST BE ORDERED AND MADE, THE RECORDS CHECKED CAREFULLY TO SEE THAT American Cablevision turns from dishonest practices to wholly honest and honorable practices.

Other complaints: American Cablevision wastes our money by sending printed Christmas greetings when its technology could have MERRY CHRISTMAS or HAPPY NEW YEAR printed (typed) on the January bill. More than once I have received wasted billings not billing money at all! American Cablevision says, "WE APPRECIATE AND VALUE YOU AS OUR CUSTOMER." Of course they do: they can spend our money anyway they wish. In light of this waste, American Cablevision must be denied raising any rate for any customer until the wasteful practices are ended. Period. Finally, the printed list of stations provided occasionally by American Cablevision do not always line up with those channels that we actually get any given network on. Frankly, I never know for sure if I am getting all the stations (channels) that I have paid for. Excuses for such are made by American Cablevision, but the practice is widespread in this area. With the high art of technology as it is, there is no excuse for such differences between